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Job Description:   
Supply Relationship Coordinator

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| Function: | | | **Supply Management** | | | | | | | | |
| Position: | | | **Supply Relationship Coordinator** | | | | | | | | |
| Job holder: | | |  | | | | | | | | |
| Date (in job since): | | | n/a | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | **Supply Relationship Manager** | | | | | | | | |
| Additional reporting line to: | | |  | | | | | | | | |
| Position location: | | | UK (Stevenage or Leeds) | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | |
| To support the management and on-going improvement of suppliers in the region through the Supplier Relationship Management regime that manages and measures the benefits and value released from the supply chain.  Engage with and support the SRM activity, to include stakeholder engagement, customer experience through a balanced scorecard approach, performance reviews and continuous improvement processes. | | | | | | | | | | | |
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. | | | | | | | | | | | |
| UK & ROI spend |  |  | |  |  |  |  |  | To analyze, influence and support the delivery of SRM to deliver full value from the supply chain. |  | |
| Responsible for SRM analysis and tactical support of a portfolio of suppliers amounting to circa £100m of spend (dependent on complexity). | |  |
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| 3. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| Head of Supplier Relationship Management  Supply Management Coordinator Operatives |

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| 1. **Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Day to day management of the supplier scorecard data and any remedial programs of work. * Manage the ongoing improvement of suppliers in the region * Ensure that KPI’s are met and that remedial actions are in place for improvements * Build a strong network within the Supply Management both at regional and local level |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| ***Strategic Relationship Management***   * Employ the strategic relationship management strategy across the portfolio of vendors ensuring it meets the business and commercial needs * To proactively seek and build continuous and meaningful engagement with the business and suppliers to shape services and improve value delivered from the supply chain * Provide a critical touch point for the customer services and deployment teams. * Support the creation, and implementation of strategies to ensure that ‘customer focus’ is paramount   ***Leadership and Management***   * Take responsibility for your professional development, ensuring that EPA’s are undertaken on a regular basis, and personal development plans are created   ***Value Creation & Measurement***   * Develop and implement joint two way score cards to capture performance and improvement. * Track and report specific SRM savings at an individual supplier level and at an aggregated SRM program level (these can include cost savings, service delivery & design improvement initiatives). |

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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Manage and plan effectively the SRM activities across a portfolio of suppliers. * Manage the delivery of ambitious annual joint objectives to deliver value across the supply chain * Foster the development of innovation across the Supply base for all aspects of service delivery. * Support the day to day outputs and issue escalations of relevant suppliers |

**Person specification**

* Proven experience in supply management
* Ability to work in a matrix environment
* A level or equivalent qualification preferred
* Good external networking capabilities and presentation skills
* Team player with excellent communication
* Project management skills

**Competencies**

* Growth, client & customer satisfaction, quality of services provided
* Leadership and people management
* Rigorous management of results
* Innovation and Change
* Commercial Awareness